

## **Section 3.4 E Protective Service Alerts**

A Protective Service Alert (PSA) is a notification sent out through Central Office to go statewide, to particular CD Offices, or to other states. A PSA may also be received from a child protective service agency in another state to be sent out statewide or to particular county/circuit offices. Protective Service Alerts are used to:

1. Inform local CD offices or child protective service agencies in other states about past or current concerns regarding a specific family;
2. To assist in locating families that CD or another protective service agency in another state has custody or involvement with; or
3. To inform CD offices or child protective service agencies in other states about run away and missing children.

### **Protective Service Alert Guidelines:**

1. Discuss with direct supervisor whether a PSA is appropriate and obtain approval from Circuit Manager.
2. Draft an email to include:
  - a) **Identifying information** including name, date of birth, DCN, and social security number of parents, parent substitutes and children.
  - b) **Nature of Concern** including:
    - Brief description of current hotline or concerns
    - Brief history
    - Description of the child(ren)
    - Description of vehicle (if applicable)
    - Last known address or location
    - Possible whereabouts or destination
    - Custody status (CD custody, pick up orders...etc.)
    - What agencies have been alerted (Other county offices, other state agencies, juvenile office, law enforcement...etc.)
  - c) **Contact Information:** Worker and Supervisor contact information including county address and telephone number.
3. Send protective service alert email information to "[CD.PSA@dss.mo.gov](mailto:CD.PSA@dss.mo.gov)" to be sent state-wide or to other state child protective agencies.
4. Specify particular out-of-state child protection agencies that need to be alerted.

TITLE: CHILD WELFARE MANUAL  
SECTION 3: DELIVERY OF SERVICES/INTACT FAMILIES  
CHAPTER 4: IMPLEMENTING THE FAMILY PLAN FOR CHANGE  
ATTACHMENT E: PROTECTIVE SERVICE ALERTS  
EFFECTIVE DATE: March 10, 2005  
PAGE: 1

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5. Questions regarding the content of the alert or the process may be directed to (573) 751-2882.
6. For missing or abducted children, repeat every 90 days until child is recovered.
7. Send follow up email to "[CD.PSA@dss.mo.gov](mailto:CD.PSA@dss.mo.gov)" to rescind the protective service alert if the circumstances no longer warrant an alert.

***Sample Protective Service Alert Format:***

**PROTECTIVE SERVICE ALERT**

**Identifying Information:**

Mother:	First & Last Name	DOB 00/00/00 SNN 000-00-000
Parent/Parent Substitute	First & Last Name	DOB 00/00/00 SNN 000-00-000
Children:	First & Last Name	DOB 00/00/00 SNN 000-00-000
	First & Last Name	DOB 00/00/00 SNN 000-00-000

**Nature of Concern:**

Brief description of current hotline or concerns  
Brief history of prior concerns  
Description of the child(ren)  
Description of vehicle (if applicable)  
Last known address or location  
Possible whereabouts or destination  
Custody status (CD custody, pick up orders...etc.)  
What agencies have been alerted (Other county offices, other state agencies, juvenile office, law enforcement...etc.)

If you have any information, please contact:

First & Last Name, CSW or  
First & Last Name, SSS I  
County Children's Division Office  
Address  
City, State, Zip  
Phone Number

MEMORANDUM HISTORY: [CD05-14](#)